



Expert Advisory Committee

HealthSource RI
One Weybosset Hill / 33 Broad Street
2nd Floor, Conference Room A
8:00 – 9:30 pm
Tuesday, January 13, 2015

Call to Order

Members present: Don Wineberg, Elaine Jones, Messica Mulligan, James Raiola, Lou Giancola, Ed Wing, Monica Neronha, Lisa Rocchio, Sam Salganik

Rebecca Kislak, Lorette, Katie Enright, Patrick Tigue, Jason Martesian, Bill Delmage

Staff Members present: Anya Rader Wallack, Director, Amy Black, Christine Hunsinger, Marti Rosenberg, and Zach Sherman

I. Director's Report – Introduction and Notes

The members and Director Wallack introduced themselves and noted Ted Almond's recent op-ed, and that it contained some messaging HSRI might consider. Director Wallack then introduced the survey presentation and explained it comes with the goal of learning about the committee's role in HSRI and how she can make sure members' time is used effectively.

II. Survey Presentation by Christine Hunsinger

Director Wallack explained that the reason the survey was distributed to the committee was to determine the roll of the advisory committee and how best to use the members' time.

During the survey presentation, members of the board discussed their desire to ensure the operational wellbeing of HSRI through their role as advisors. There was a brief discussion between Director Wallack and the committee members about the history of the committee, particularly its relationship with the board. Where the survey touched upon members' concerns regarding HSRI, the overwhelming majority of members responded that they are concerned with sustainability and cost.

There was a brief discussion about the HSRI strategic plan and if it is headed in the right direction. Director Wallack responded that she wants to make sure HSRI is a well-oiled machine and that the organization's core competencies are dependable. She wants to make sure HSRI is working from a solid base while moving forward to create sustainability.

III. Director's Response

There was a discussion of issues currently facing HSRI. Director Wallack noted that HSRI is not operating as well as she would like. Members said they could be an asset in fixing the situation. The committee members asked to see a flow chart of the staff so they could know how to contact the right people regarding issues. They also requested to see the budget. Director Wallack committed to moving towards more systematic fixes of existing problems and a more open and honest relationship with the committee.

There was a discussion about Medicaid, and including a member from Medicaid in the meetings because these issues could use that kind of expertise. Members also noted that from the consumer's perspective, HSRI is both Medicaid and a commercial exchange. Director Wallack said HSRI needs to do a total mapping of this process and how it involves everyone and maybe that is how HSRI can best use the committee.

IV. Data Discussion

Amy Black gave a presentation highlighting the different types of enrollment and what HSRI is tracking. Staff explained some of the restrictions in Medicaid reporting, for example, they can see the total number of Medicaid accounts, but cannot see how many are new or how many are renewing. There isn't an attempt by HSRI to hide this data, there just isn't clarity in the numbers. HSRI needs to work with Medicaid to get better numbers.

There was a brief discussion about how RI metrics compare to federal exchanges. Director Wallack responded that they have had lower enrollment, but clarified that it's like comparing apples and oranges – different billing and reporting systems. A board member noted that whether we do a better or worse job than the federal exchanges is an important conversation when considering whether we will continue with a state-based exchange. Director Wallack said HSRI will look into how to make good comparisons.

There was a discussion about collecting information about customers (economic trends, etc), and Director Wallack said the federal government is doing some modeling for these factors. HSRI is also doing a local satisfaction survey of both people who renew and those who do not.

V. Tax Form Update

There was a discussion about customer issues, including those that impacted eligibility determination and accuracy of 1095-As. HSRI staff noted that they are tracking customer issues. The percentage is low, but they are trying to break them down into separate buckets of issues to better address them.

There was an overview of the 1095-A tax forms HSRI customers will be required to fill out this year. HSRI staff indicated they are expecting some confusion about who gets what tax forms. HSRI is also anticipating a number of issues with people who don't know they are getting a tax

credit or did not estimate their income correctly and will be required to reconcile excess tax credit amounts they received by paying an amount back when they file their tax return. There is not a firm expectation for the exact number of people who will have issues. HSRI is working with tax assistance sites across the state and working with tax preparers to keep them up to date.

VI. Concluding Notes

There was a discussion around the future of HSRI. The chairman asked if it will be a priority within the legislative session to seek autonomy or continue within the executive order. Director Wallack responded that ultimately there will need to be a decision made about the future of HSRI.

The meeting ended with agreement on a need to clarify the technical and policy responsibilities of the committee. Director Wallack noted that if HSRI is using the committee in both ways, they can make that clear.

VII. Meeting Adjourned.